

**CUSTOMER SERVICES DEPARTMENT  
CONFLICT OF INTEREST CODE**

**APPENDIX A  
DESIGNATED POSITIONS, DUTIES AND CATEGORIES**

<b>Position</b>	<b>Duties</b>	<b>Category</b>
Director	Administration of the Customer Services Department.	1
Citizens' Assistance Program Manager	Policy guidance and management of the City Information Center, the Route Slip System for handling constituent complaints, and City Ombuds services.	2
Community Service Center Program Manager	Policy guidance and coordination of the Community Service Centers and Citywide Volunteer Programs. Oversees six Community Service Centers and acts as liaison between the Mayor's Office, the City Council, and the community.	2
Community Service Center Manager	Manage individual Community Service Centers; duties include community collaboration, interaction with City officials and non-City organizations.	2
Assistant to the Director	Assist the Director of Customer Services in implementing the Customer Services Initiative, and assist in other Customer Service duties as assigned. Draft proclamations, special commendations, and certificates for the Mayor's Office.	2
Consultants	As specified in Contract. See Appendix B	3

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### **APPENDIX B DISCLOSURE CATEGORIES**

#### **CATEGORY 1:**

- a. Investments and business positions in any business entity located in or doing business with the City of San Diego.
- b. Income and gifts from sources located in or doing business with the City of San Diego.
- c. Interest in real property located in the City of San Diego, including property located within a two-mile radius of any property owned or used by the City.

#### **CATEGORY 2:**

- a. Investments and business positions in any firm or business entity that supplies goods or services to the City, that is a tenant of the City, that is an adverse party to the City in a legal proceeding, or is granted authority by the City to use City facilities.
- b. Income and gifts from any person or business entity that supplies goods or services to the City, that is a tenant of the City, that is an adverse party to the City in a legal proceeding, or is granted authority by the City to use City facilities.
- c. Interest in real property located in the City of San Diego, including property located within a two-mile radius of any property owned or used by the City.

#### **CATEGORY 3:**

Consultants shall be included in the list of designated employees and shall disclose pursuant to the broadest disclosure category in the code subject to the following limitations:

The Customer Services Director may determine in writing that a particular consultant, although a "designated position," is hired to perform a range of duties that is limited in scope and thus is not required to fully comply with the disclosure requirements in this section. Such written determination shall include a description of the consultant's duties and, based upon that description, a statement of the extent of disclosure requirements. That determination is a public record and shall be retained for public inspection in the same manner and location as this conflict of interest code.